



# Lynda.com Total Certificates Earned Louisville Free Public Library

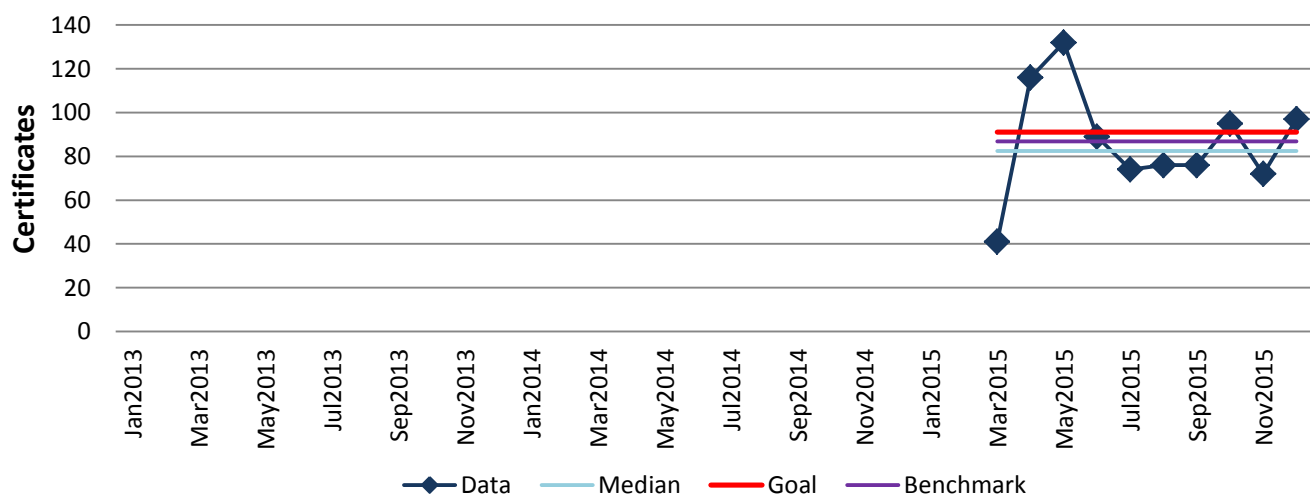


KPI Owner: Julie Scoskie

Process: Training

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: MEDIAN Goal: 1,092 = AVG + 5% by end of FY 2015-16  Benchmark: AVERAGE		Data Source: Lynda.com Monthly Report Goal Source: TBD  Benchmark Source: TBD	Plan-Do-Check-Act Step 1: Define the problem Measurement Method: Count of all Total certificates of completion  Why Measure: To quantify benefit from Lynda.com Next Improvement Step: Renew for 2016 and continue to promote.		
How Are We Doing?					
Jan2015-Dec2015 12 Month Goal	Jan2015-Dec2015 12 Month Actual		Dec2015 Goal	Dec2015 Actual	
911	868		91	97	
Certificates	Certificates		Certificates	Certificates	

## Lynda.com Total Certificates Earned



Root cause analysis is not necessary because there is no gap between the goal and current performance.